

1. **Project Name:** Amherst Community Connections One-Stop Resource Center

2. **Project Description:** The One-Stop Resource Center is a Amherst Community Connections program that provides case-management and advocacy services to area residents who are homeless, or housing-challenged. The Center works intensively with individuals and families on an ongoing basis to identify and address their barriers to living stable lives. The resources the Center provides help them secure stable housing and gainful employment that lead to sustained economic self-sufficiency.

3. **Project Location:** Amherst Community Connections- 236 North Pleasant St., Amherst, MA

4. **Budget Request:** \$50,000.00

5. **Type of Activity:**

☒ Family Stabilization

☒ Individual Stabilization

☐ Youth Development

☒ Economic Self-sufficiency (adult education)

☐ Food and Nutrition

☐ Health Services

☒ Emergency and Preventive Services: rental assistance, fuel assistance and shelter services

6. **National Objective:** Objective # 1 – benefiting low income/ extremely low income/homeless households

- Total Number of beneficiaries: 300
- Total Low/Moderate beneficiaries served: Same as above

### **National Objective Description:**

Amherst Community Connections' (ACC) One-Stop Resource Center meets the first of the three national CDBG objectives: benefiting low- and moderate-income households from Amherst and surrounding towns. ACC provides ongoing case management support and financial assistance for Amherst area residents from the following at-risk and/or extremely low-income populations:

- Homeless households, who on average earn 0-20% of the Area Median Income (AMI)
- Elderly and/or disabled households in public subsidized housing, at  $\leq 30\%$  AMI
- Low-income and/or disabled households who qualify for public assistance, at  $\leq 30\%$  AMI
- Recently released inmates who have family/job/education ties in Amherst, at 0-20% AMI

Income and household size are documented by self-declaration.

## **A. Demonstrate Consistency with Community Development Strategy:**

ACC's mission is consistent with the following 2018 Community Development Strategy priorities for social services:

- 1) Supporting individual and family stabilization,
- 2) Helping households attain economic self-sufficiency, and
- 3) Provision of emergency or preventive services.

The purpose of the Amherst Community Connections' One-Stop Resource Center is to provide a comprehensive range of assistance daily, year-round, both on-site and off-sites (at Jones Library, Amherst homeless shelter, and street outreach), to individuals and families who are low income, homeless or at risk of becoming homeless. Stabilization of households' circumstances begins with ensuring that vital needs (shelter, nourishment, clothing, health care, emergency assistance) are met in a timely and effective manner. Progress to greater self-sufficiency is supported over the long term through a trauma-informed, personalized plan and collaboration with other local human service agencies to meet housing, employment, health and educational goals. In the case of actual or impending emergencies, ACC provides financial assistance or means to obtain financial assistance.

## **B. Agency Information**

The mission of Amherst Community Connections is to empower, advocate and assist members of the Amherst community. The Board of Directors is composed of former/current program participants and members who actively work with people who are in need. Because of this community-based board, ACC is able to design programs that truly reflect and meet the diverse needs of the Amherst community. ACC is the only social service agency in Amherst that consistently focuses on the social service needs of individuals full-time and year-round. Since 2009, Amherst Community Connections has provided intensive case management, information/referral and advocacy services to homeless, disabled, elderly, inmates, and low-income individuals and families at multiple public sites, including ACC's downtown office, Jones Library, Craig's Place winter shelter, and Hampshire County Jail and House of Corrections.

We bring together talented and diverse staff, volunteers and interns who care deeply about the participants and strive to be a steady presence for people who need advocacy and assistance. Our goal is to help individuals and families become financially self-sufficient and become contributing members of the community.

### ***Brief Agency History:***

- **2009- Present: ACC's Homeless Shelter Service Support; Collaboration with Craig's Doors**  
Though ACC was founded only in 2009, its founder and executive director had been working with disenfranchised people at a community meal program in Amherst since 1996. ACC was the first agency to provide major support to Amherst's first homeless drop-in place, the "Warming Place," in 2009. Later, it became a homeless shelter operated separately by two other agencies, including the current operator Craig's Doors. In 2011, in collaboration with Craig's Doors, ACC set up a meal program that fed 30-plus shelter guests, volunteers and staff every night for the entire 185 nights of shelter season. This effort continued for two years, providing over 5000

meals per shelter season. From there, ACC transitioned to providing advocacy service to shelter guests and focused on housing and housing-related solutions, such as increasing income by obtaining employment or social security benefits.

Since 2011, ACC staff and volunteers have been providing support service and case management to the shelter guests several nights a week during the shelter season. This is the seventh year of ACC's collaboration with the Craig's Doors.

- **2011-Present: ACC's Collaboration with Jones Library**

From 2011 to the present, ACC has staffed the Help Desk at the Jones Library, helping library patrons access information and referrals on local social and emergency services and housing. Patrons meet with ACC case workers for immediate advocacy and case management. ACC provides the Help Desk service two afternoons a week, assisting 10-15 patrons each week. Several hundred library patrons are assisted each year.

This innovative approach has attracted the attention of Sunderland Public Library, and Northampton Forbes Library. In 2015, ACC helped set up a Help Desk at the Forbes Library and staffed it with trained college interns. Additionally, ACC interns designed and collected an information binder of local resources for Forbes Library patrons to refer to.

- **2012-Present: ACC's Outreach to Amherst area Inmates at the Hampshire County Jail and House of Correction**

In 2012, ACC began its formal relationship with the Hampshire County Jail and House of Correction. Every month, ACC workers attend a re-entry meeting and meet with inmates in the Jail facility. The inmate participants either have family or educational connections to Amherst and plan to return to Amherst after incarceration. ACC assists them to meet their housing, employment, or parole/probation goals when they are released. Over the past six years, a couple of hundred inmates have received support while they are still incarcerated or after they are released.

- **2013-2015: ACC's Transitional Housing Program**

The people that ACC serves face multifaceted obstacles to stabilizing their lives. Due to low or nonexistent income, their criminal background and/or rental history, credit problems, and the lack of affordable housing, it is almost impossible for these people to get off the streets and to rebuild their lives without effective advocacy and assistance. In 2013, working with Jerry Gates, a long-time housing developer and the president of Craig's Doors board of directors, ACC began a pilot project, "Amherst Transitional Housing Program," to provide housing and support service to people who are homeless in Amherst.

The Transitional Housing Program operated an 8-bedroom duplex housing up to 8 residents at a time. When the program completed its 24th month in early 2015, it had housed over 30 residents with support service on-site and off-site. Of the 21 who graduated from the program, 19 secured housing or employment/social security benefits.

- **2015 - Present: ACC's One-Stop Resource Center**

In November 2015, to better serve Amherst areas residents in need - the poor, disabled, elderly, formerly incarcerated, and the homeless - ACC began a pilot “**One-Stop Resource Center**” on the first floor of the downtown Unitarian Universalist Society of Amherst. The daily drop-in center provides a comprehensive array of services to help those in need to get ahead. The range of free service includes offering food nourishment, internet and computer use, phones, office equipment, workstations, emergency funds, and one-on-one problem-solving sessions with case workers. The goal of the program is to assist participants to become stabilized and eventually to become self-sufficient.

In October 2017, ACC moved to a new downtown location. It doubled its space working with its participants. With access to a kitchen, a research lab, a conference room, and an intake room, up-to-date computers/printer/phone/fax equipment, and readily available and knowledgeable advocates and staff, the Center has been a safe gathering-place that offers a welcoming refuge to the weary and homeless.

The One-Stop Resource Center has now completed its second year of operation. In 2017, based on ACC’s attendance statistics, 660 unique households have made more than 3,700 contacts with workers at the Center. Compared to 2016, the number of households seeking help from the Center has increased by 25% and the number of contacts made with ACC workers has gone up by 18%. The sheer number of households served and number of contacts they make with ACC through its One-Stop Resource Center is a testament to the need in the community and to the strong and steady capacity of ACC to help. **See Table 1: One-Stop Resource Center, 2016 and 2017 Statistics, and the Attachment for the graphic comparison.**

- **2016–Present: ACC’s Phase I, and proposed Phase II Housing Stabilization Program**  
**Phase I Housing Stabilization Program: 2016-2019**

In 2016, building on its work and its experience operating the Amherst Transitional Housing Program, ACC received a 3-year grant from the Amherst Community Preservation Act Committee (CPAC) to begin the Housing Stabilization Program. This program is designed for people in Amherst who are chronically homeless. Providing intensive and focused support service weekly, the program aims to help chronically homeless individuals obtain self-sufficiency and permanent housing by the end of the three-year grant period - if not sooner. Thanks to the effective and efficient work of ACC’s Housing Stabilization Program, in a little over a year, six people have been housed and three of them have graduated from the Program. More broadly speaking, the program has resulted in the number of chronically homeless people in Amherst to drop from 18 people in 2015 to 12 people in 2017.

- **2018-2021: Proposed Phase II Housing Stabilization Program**

Currently, with six more people on its waitlist, ACC is applying to Amherst Community Preservation Act Committee (CPAC) for another three-year grant to double its housing vouchers from three to six vouchers to accommodate the increasing needs of the chronically homeless. ACC’s goal is to reduce the chronic homeless population number to a single-digits with the second grant funding.

Recently, Amherst Affordable Housing Trust voted to recommend ACC’s Phase II Housing Stabilization Program to Amherst Community Preservation Act Committee (CPAC).

### ***How Effective is the One-Stop Resource Center?***

Through the help of staff workers at the One-Stop Resource Center, many households have seen their income increase either through employment or public benefits programs such as SNAP or Social Security. Many participants have secured housing and are off the streets, or have paid their rent or electricity arrears and staved off homelessness. Others have received financial assistance from the Center for free bus passes, medication assistance, financial assistance in applying for state ID or birth certificate, and other necessities. Of the 660 households who came to ACC's One-Stop Resource Center for assistance in 2017, they have all been treated with care and respect. Many share their suffering with ACC workers and feel their challenges have been heard. To quote one mom who came here as an immigrant with her family from Nigeria said last November to us, *"I am struggling with my family daily but I always feel hopeful when I leave here. Hope is what I have and that no one can take it away from us."*

**Families in Need:** Recently, just before the holidays, two local families with children ranging from 5 to 14 years old came to the Center requesting assistance. Due to non-payment of rent, each was involved with the housing court and facing imminent eviction. With funds from ACC and other sources, each was able to pay their rent arrears and remain housed. After the emergency was dealt with, ACC worked with them to budget and trim expenses such as cable service or phone service to ensure that neither family will face this emergency again in the near future.

In another case, an elderly couple relying solely on social security had been sleeping in their car for a few winters now. They did not have a good credit history or housing history, so it was difficult for them to get into housing on their own. Due to her worsening medical condition, they needed emergency housing to prevent them from perishing on the street in the winter weather. Working with Cooley Dickinson Hospital medical social workers, ACC staff immediately helped them file for emergency housing with 14 regional housing authorities. Based on ACC's recent track record of obtaining state housing voucher in as little as three to six months, ACC is hopeful that they will be able to receive their voucher while she is recuperating at a local nursing home.

By addressing participants' situations holistically, in the same place with the same agency and the same case workers, one step at a time, participants are able to adopt a coherent working plan to improve their circumstances. The One-Stop Resource Center is the only service of this type and magnitude in the Amherst area. It complements the similar service provided by the Hampshire Resource Center in Northampton, which is operated by ServiceNet.

**Knowledgeable Workers:** The pool of case workers is made up of professional staff and trained volunteers in social work, nursing, law, education, mental health, and other fields. They bring a rich variety of talents and skills to our work. Case workers are well-versed in empowering participants, initiating assessments of their needs, identifying and accessing useful resources. They produce user-friendly information materials that help participants overcome the obstacles in their search for housing and employment and refer participants to resources that help them take action to solve their problems.

**Empowerment-Based Approach:** The Center's daily posting of client-appropriate job and housing listings have been used by ACC participants, homeless shelter guests and re-entry officers at the

Hampshire correctional facility. Our resources are available both online and in hard copies. Weekly views of the postings total a couple hundred. No other agencies provide such a daily digest of accessible housing and employment openings. To make it to the list, housing has to be under \$650, on a bus route, local, and reachable by phone—since many ACC participants do not use computer. Listed jobs have to be on a bus route, local, low barrier and CORI friendly. Many ACC participants have obtained housing and employment because of this service provided by the Center.

**Client-Centered Case Management:** Through ACC's experience working with at-risk households, we have learned that household stabilization is not merely a matter of meeting vital needs, such as shelter or housing, employment, income, or benefits. Stabilization involves developing the inner strength to navigate uncertain situations with unknown outcomes, the willingness to receive support from others, and the initiative to improve one's situation. ACC caseworkers encourage participants to employ their own skills and strengths to address personal challenges. We encourage taking small steps forward, despite fear of the uncertain. We have noticed that some participants who have income remain homeless, because they worry about investing so much of their small income on a housing arrangement that might fall through, which would land them in an even worse situation. While acknowledging their concerns, we reassure our participants that we will help them access financial and other types of support to obtain housing and stay housed, and conduct the housing search with them.

**Convenient Schedules:** Our office hours total 45 hours per week: 8:30 am to 5:30 pm every weekday. It is the only resource center in Amherst that is both open this many hours per week and year-round. We provide twice as many hours of service to the public as the program in Northampton does. This schedule is coordinated with the 8 am closing of Craig's Doors during the shelter season. Shelter guests who leave the shelter at 8 am can access the Center's supportive services as soon as the Shelter is closed.

In addition to these forms of casework assistance, ACC has established other programs, in response to community needs:

- **The People's Fund:** a community-wide emergency fund that helps families or individuals to move in or become stabilized in housing. It is available on a per-request basis and is supported through a donor-based fund, raised through our yearly campaign.
- **The Incubator Meeting:** a weekly meeting in which community members come together, share successes and frustrations of the day or week and work together to discuss life's challenges in a supportive community atmosphere. To enrich the meeting and expand the horizon of participants, every week experts from various fields make presentations on topics that are relevant to the needs of ACC's participants: repairing personal credit, overcoming CORI in job search, managing addiction, among other things. The meetings are well-attended, averaging 15-20 people per week.

**The One-Stop Resource Center fills a gap in the local critical social service safety net. However, current funding limitations prevent ACC from continuing the One-Stop Resource Center. For the past two years, ACC has spent its limited funding to operate this project. We have found it is much needed and well-utilized. However, without CDBG or other external funding to partially offset the cost of the Program, it will be very difficult for ACC to continue to provide the One-Stop Resource Center service, with its case management and financial assistance to participants, and meet the growing demands of its primary constituency.**

**ACC's Short-term Goals:**

- Support staff training and professional development with workshops and conferences;
- Increase more funding from foundations and granters;
- Broaden fundraising efforts to include more online fundraising;
- Raise community understanding of homelessness and its costs to taxpayers;
- Promote public awareness on how housing is an important element in solving homelessness;
- Enhance case-management and advocacy capacity to provide emergency assistance and individualized service plans;
- Continue to increase homeless households access to housing, income, and other critical resources;
- Develop rental assistance programs for homeless or housing-insecure households

**ACC's Long-term Goals:**

- Create permanent supportive housing options for chronically homeless residents in Amherst;
- Support ultra-affordable housing options for extremely low- and no-income individuals (0 - 30% AMI);
- Collaborate with other agencies to develop supportive employment opportunities for homeless and disabled individuals;
- Advocate to increase mental health and substance treatment services in Amherst

**C. Project Budget Information**

The total annual budget for the One-Stop Resource Center is \$66,550 (**See attached Program Budget**). This covers the salary and benefits of a case manager who works 30 hours a week, year-round. It also covers about 50% of the non-personnel costs such as rent for the facilities, professional insurance, client assistance and other office-related costs.

ACC has secured the placement of a federal senior aid worker with our agency who will work 20 hours a week to assist the operation of the One-Stop Resource Center. In addition, ACC will commit additional funds of about \$3,000 to meet the One-Stop Resource Center operating budget.

As a point of reference, our counterpart in Northampton opens about 20 hours a week and employs 3 ½ FTE workers<sup>1</sup>. The difference lies in ACC's ability to attract and retain high quality volunteers with professional backgrounds in law, clinical social work, nursing, education, and human service. ACC is very proud to be able to provide more service but at a considerably lower cost.

**Budgeting Experience:** The budget is prepared by ACC's founder and executive director, Hwei-Ling Greeney. Ms. Greeney, prior to ACC, operated a local soup kitchen in Amherst. During her tenure from 1996-2009 as a soup kitchen operator, she prepared the annual budget and led this program that feeds the hungry in the community. Under her leadership, the soup kitchen service increased by 50% while the budget stayed low. When she served on the Amherst Select Board from 2005-2008, she had a reputation as a tough budget negotiator, ensuring that the Town's reserves would be replenished, and grow in a healthy manner, despite the difficult state budget cuts to towns and cities in that period. Ms. Greeney

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<sup>1</sup>Site visit and meeting with Katie Mierneki, director of ServiceNet Shelter and Housing Services, September, 2016

established the Amherst Community Connections in 2009 to serve the housing and support service needs of the disfranchised including the homeless, disabled, and incarcerated. From 2009 to the present, the agency has enjoyed a tremendous growth in its capacity to serve the needy and homeless, and yet the budget remains lean and healthy. The number of participants served has more than doubled to the current 660 clients per year. Her ability to seek funding sources and expertise in delineating line items for clean and clear accounting has served the Agency well. Even with the difficulties non-profit organizations have experienced during the past economic downturns, Ms. Greeney has managed to lead the organization toward a very financially stable direction.

#### **D. Project Description**

ACC is applying for funding for its One-Stop Resource Center operation. The Center is in its third year of this pilot project. ACC is applying for CDBG funding based on the Center's solid two-year track record. The core of the Center's work is ACC = workers + knowledge + 1:1 working relationship. In essence, the Center has knowledgeable workers who develop a trusting one-on-one relationship working with the participants to assist them in reaching their housing and economic self-sufficiency goals.

**Track Record:** The One-Stop Resource Center is a program of Amherst Community Connections. In 2016, it served 529 unique households who made a total of 3,136 visits to the Center. In 2017, the Center served 660 households who made a total of 3,712 visits to the Center. The 18% increase in visits to the Center and the 25% increase in total households served by the Center in the past two years is a testament to the needs of the community and the capacity of ACC to meet the needs. About one third of visitors are people who are homeless and the rest are people who are experiencing financial hardship and are at risk of becoming homeless. The majority of visitors seek assistance in housing, public benefits application, and employment assistance.

During this two year period, the office has been open daily 8:30 am to 5:30 pm. In the morning, drop-ins are welcome; in the afternoon, it is by appointment. On average, 4-5 case workers are on-site in the morning, and 2 in the afternoon. Case workers are comprised of two professional staff members and trained volunteers/interns. The spacious office is equipped with computers, phones, internet, copier, printer and charging stations. Food and drinks are served throughout the day. Everything is provided for free.

**Number of Beneficiaries:** This project will serve up to 300 individuals. To be eligible, they must be low income, disabled, or homeless. Through work with case workers, participants are guided as they pursue their own goals, such as housing search, food stamp, social security disability application, job searches, etc. The one-on-one participant-focused case management with the self-empowerment model has produced excellent results.

**Efficacy of the Program:** We estimate that about 50% of the 660 participants in 2017 at the One-Stop Resource Center have met one or more of their personal goals in getting food stamps, filing for public housing applications, seeing an increase in income/benefits, doing budgeting, and completing job applications. With our knowledge and expertise in the public housing application system, in 2017 many of our participants who applied for housing vouchers were able to receive them in six months or less.

#### **E. Project Need**



**The need:** Over 529 and 660 households sought help at the One-Stop Resource in 2016 and 2017, which is a solid proof that the project is much needed.

**Why this project:** Currently, in Amherst there is no agency dedicated solely to helping people address individual housing barriers such as criminal background, poor landlord or credit history, lack of income etc. to obtain affordable or subsidized housing. In addition, the number of homeless individuals in the Amherst area appears to be increasing. A regional collaborative approach of this project will help to reduce the increasing homeless population here.

## **F. Community Involvement and Support**

**Community & Beneficiaries' Involvement:** The One-Stop Resource Center grew out of the desperate needs of those who are housing challenged with no place to turn for help. People often refer themselves to the Center. By the word of mouth and ACC's street outreach, beneficiaries share with ACC their needs: housing application/advocacy, social security application/appeal, etc. The Center started out by serving mostly residents in the Amherst area. The reputation of our effective work has spread. Now, we receive referrals made by professionals from local institutions and organizations such as Town of Amherst, Cooley Dickinson Hospital, Mercy Hospital, Clinical Support Option (CSO), ServiceNet, and the 20 plus houses of worships in the surrounding towns. As a result of the community involvement in referring clients to ACC, ACC now works with individuals and families from the surrounding towns: Pelham, Hadley, Belchertown, Sunderland, South Hadley and Granby. The wide-spread referrals explain to some extent the increase in the number of participants who utilize the One-Stop Resource Center in 2017.

**Community Support:** The support from the community comes in two forms: a) funding and resources donations, and b) volunteer involvement. ACC is receiving more donations from more donors in the past two years. The number of donors contributing to ACC and the amount of contribution has grown more than 15%. This year, half a dozen of houses of worship are collecting winter gear and survival kits for ACC to distribute, and making regular financial donations to ACC. Also, the fact that the One-Stop Resource Center is able to attract the best qualified volunteers and the brightest college interns is a testament to the strength of the project.

**Mutual Aid Project:** To build a strong safety net and get help to needy families in a more timely and effective manner, ACC is in the process of establishing a mutual aid agreement with the 20 plus houses of worship, so that ACC and the houses of worship can refer people to each other for help. For example, the pastor from the South Hadley First Congregational Church can make a referral on behalf of a needy family to ACC, and ACC will follow up with the family. At the same time, ACC can refer a family that lives within South Hadley Congregational Church's parish and requires emergency assistance to that church for help. By doing so, a more seamless network of resources is developed so that families in crisis can get the much-needed help.

### **Implementation Involvement by Beneficiaries:**

The implementation of the One-Stop Resource Center grew out of the needs of the beneficiaries. Over the two years, based on their feedback in survey, the Center added these features: individual and separate client-worker work stations for additional privacy; fitness monthly passes for physical health

promotion; furniture and household gift cards for those who newly housed, etc. Here is more info:

- a) **Satisfaction Survey:** The survey forms are placed in public places in the office for participants to give feedback on their satisfaction with ACC services and on suggestions for improvement.
- b) **Third-party Assessment:** ACC will invite third-party agencies with a similar mission to evaluate the project regularly based on agreed upon criteria such as efficacy, effectiveness, timeliness, consumer feedback, etc.

## **G. Project Feasibility**

**Feasibility and Demand for the Project:** The Amherst One-Stop Resource Center project is feasible because it has been successfully pilot-tested since it began in November, 2015. The statistics included in the proposal demonstrated the wide use of the service.

**Successful Implementation:** The Center's model of professional staffing and supervised volunteers/interns has been successful as a staffing model. The one-on-one support needed to successfully accomplish housing stability and financial self-sufficiency has been made possible by the training and dedication of community volunteers and college interns who work side by side with professional staff.

**Past projects completion record:** Based on the statistics presented in the proposal, ACC has clearly demonstrated that it is capable of proceeding at the time of award, can effectively manage the project, and can physically and financially accomplish it within the grant period.

Another indication that ACC has the experience to complete project timely is its use of CPA funding. In 2016 ACC received CPA funding for 3 years for 3 housing vouchers for people who are chronically homeless. To date, 14 months after the grant was awarded, ACC already graduated 3 people and is providing housing for additional 3 people.

### **Project milestones and timeline:**

- **Hiring of case manager:** Complete the hiring on July 1, 2018 - subject to official contract signing
- **Recruitment, training of volunteers and interns:** Beginning on July 1, 2018, to be done via ACC website and in person at area colleges, UMass, and local civic organizations. The volunteer orientation and training will be provided by the Executive Director on an ongoing basis.
- **Outreach to potential users:** Beginning on July 1, 2018, ACC will distribute promotional materials to the local community via press release, news articles, flyers, and local social service providers.

Based on ACC's two years of experience operating the pilot One-Stop Resource Center, it can assure CDBG Committee that it can finish the project in 18 months or less and can serve 300 people who are low income, disabled, or homeless.

## **H. Project Impact:**

**Impact:** The immediate impact of the Project is that local residents experiencing crises will have timely access to face-to-face human interactions with knowledgeable case workers, to help them access emergency food, shelter, and medical or mental health service. A system can be developed to record the

progress and changes over time made by participants, including:

- Increasing income or public benefits
- Securing affordable or subsidized housing units
- Obtaining paid or volunteer positions
- Being able to budget responsibly
- Seeking medical or mental health service timely
- Sealing CORI record in accordance with the law

**Direct outcomes:** Increase in personal income/benefits/housing stabilization, and gain self-sufficiency

**Indirect outcomes:** Increase in personal health/wellbeing; decrease in demand on public service from shelter, police, ambulance, hospitals, etc.

This project will (and has proved) to enable clients to obtain stable housing and become self-sufficient.

The success of the project requires ACC to work with other human/social service programs in the community such as Jones Library, Amherst Housing Authority, Amherst Survival Center, Craig's Doors, Eliot Homeless Services, ServiceNet, and Clinical Support Option. ACC has been making referrals to its participants about these programs since 2009 when it was first established.

ACC cares deeply about the people who are struggling in the community. It believes housing is the solution to homelessness. Its volunteer/intern-based workforce coupling with dedicated staff who provide them with support and supervision helps to stretch precious funding. With CDBG funding, ACC would be able to continue to help the most vulnerable residents among us.



Amherst  
Community  
Connections

121 N Pleasant St. PO Box 141, Amherst MA 01004  
(413) 345-0737

## One-Stop Resource Center Program Budget

### Expenses

#### **Personnel**

Case Manager	41,600 (\$20 x 40 hr/wk x 52 wks)
Payroll Taxes & Benefits	8,320
Total Personnel	49,920

#### **Direct Program Costs**

##### Program Support

Rent	6,000
Client Financial Assistance	1,000
Copying/Printing	500
Office Supplies/Phone/internet	1,000
Insurance Professional/Liability	1,000

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9,500

Total Program Costs 59,420

Overhead 12% 7,130

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**Total Expenses 66,550**

### Sources of Funding

		<b>Status</b>
Town of Amherst	50,000	Pending
Mature Worker Program	13,728	Confirmed
Individual Contributions	2,822	Confirmed

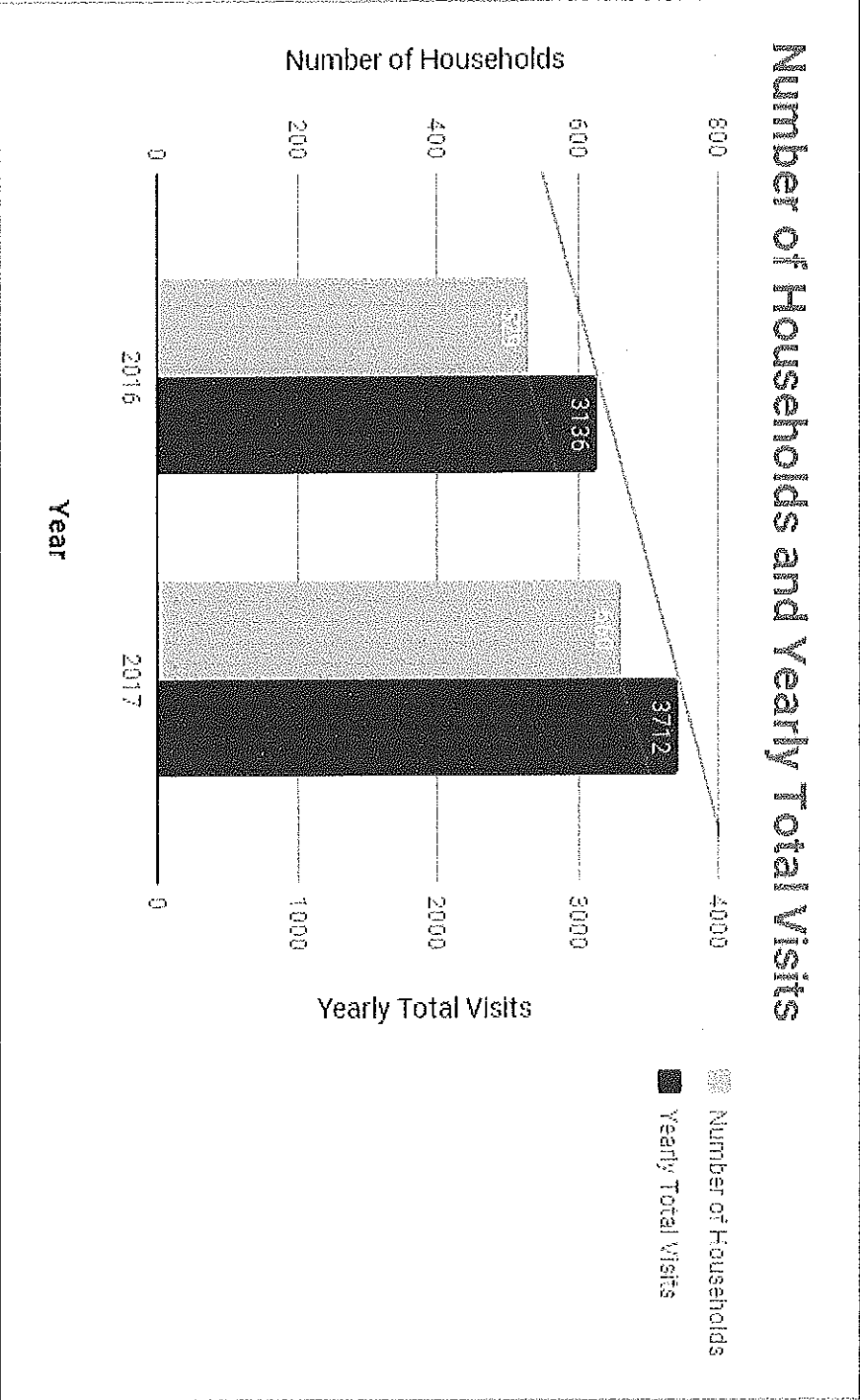
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**Total Sources of Funding 66,550**

**Table 1--One-Stop Resource Center, 2016 and 2017 Statistics Comparison**

Period	Households Served	Yearly Total Visits
1/1/2016 - 12/31/2016	529	3,136
1/1/2017 - 12/31/2017	660	3,712
% increase	24.8%	18.4%

ATTACHMENT: One-Stop Resource Center 2016 & 2017 Statistics





THE COMMONWEALTH OF MASSACHUSETTS  
*Hampshire Sheriff's Office*

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NORTHAMPTON, MASSACHUSETTS 01061-7000

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January 18, 2018  
Hampshire County Jail and House of Corrections  
205 Rocky Hill Road  
P.O. Box 7000  
Northampton, MA 01061  
Letter of Support for Amherst Community Corrections

To whom it may concern,

The mission of the Hampshire Sheriff's Office is to promote public safety by providing opportunities for successful reintegration for individuals sentenced to this facility. Our goal, to see each participant make a healthy, pro-social transition back to the community requires community support. Thus, the Hampshire Sheriff's Office is honored to collaborate with volunteer and community-based organizations such as Amherst Community Connections.

Since 2012, Hampshire County Jail and House of Correction has collaborated with Amherst Community Connections. By helping inmates establish concrete release and reentry plans and progressively implement these plans, Amherst Community Connections has helped many inmates find employment and housing upon their return to Amherst/Northampton.

Amherst Community Connections has once again brought the CDBG and CPA grant to our attention and we would like to be certain to continue our support of Amherst Community Connections in their efforts.

Hampshire Sheriff's Office looks forward to more years of collaboration with Amherst Community Connections. Please contact me at (413) 582-7720 or [melinda.cady@hsd.state.ma.us](mailto:melinda.cady@hsd.state.ma.us) if you have any questions.

Sincerely,

Melinda Cady

Assistant Deputy Superintendent; Director of Treatment and Reentry Services

# JONES LIBRARY

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NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

January 11, 2018

To Whom It May Concern:

This letter is written in support of Amherst Community Connections (ACC), with whom the Jones Library has partnered since 2011 to provide assistance to library patrons who are in need. Each Tuesday and Thursday afternoon, an ACC staff member is available in our Community Room to provide information, referrals, and advocacy services. ACC's services include helping community members access affordable housing, employment, government benefits, transportation vouchers and other forms of assistance, along with providing information on local emergency resources, budgeting, and life skills.

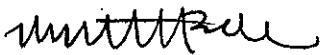
The Jones Library strongly supports ACC's contributions to help library patrons and finds ACC's work highly compatible with the Jones Library's mission of providing resources to all people of all economic levels so that they may flourish and develop into lifelong learners.

The Jones Library staff members take an interest in each library patron and refer persons who may be homeless to ACC staff. ACC has often guided and informed library staff members on how to approach and interact with homeless patrons, so that each homeless person may receive support and the library environment can continue to serve as a safe, harmonious hub for everyone.

ACC's work continues to make a positive impact here at the Jones Library and throughout the Amherst community.

Please contact me at 413-259-3195 or [berubem@joneslibrary.org](mailto:berubem@joneslibrary.org) if you have further questions.

Sincerely,



Matthew Berube  
Head of Information Services  
Jones Library

LEARN • DISCOVER • CONNECT

[joneslibrary.org](http://joneslibrary.org)



January 23, 2018

To Whom it May Concern,

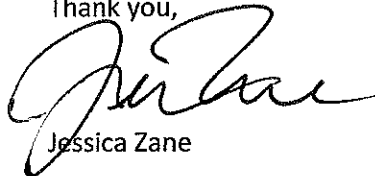
I would like to strongly recommend Hwei-Ling, and her organization Amherst Community Connections (ACC) for funding.

I cannot possibly say enough about how much assistance I received at ACC. I was homeless/inadequately housed for five years. I met Hwei-Ling and began coming to ACC about a year and a half ago. I was regularly encouraged, treated with respect, and assisted along every step of the way in my search for stable housing.

In December of 2017 I finally moved into an apartment of my own, through the Massachusetts AHVP voucher program. Although I put a lot of my own effort into the application process I absolutely credit Hwei-Ling and her staff for helping me start the process and stay on track.

Hwei-Ling and her organization are doing truly extraordinary work. While homeless I was able to plug into many agencies for help in New York, California, New Hampshire and other parts of Massachusetts, but *none* of them were able to provide the kind of personalized and caring assistance I received at ACC.

Thank you,

A handwritten signature in black ink, appearing to read 'Jessica Zane', written over the printed name.

295 Beech Street, 1F  
Holyoke, MA 01040



Amherst  
Community  
Connections

236 N Pleasant St. PO Box 141, Amherst MA 01004  
(413) 345-0737

**FY 2018 Budget vs. Actual FY 2017 Budget**

<b>1. REVENUE</b>	<b>Projected FY2018</b>	<b>Actual FY 2017</b>
a.) Fundraising	\$35,000	\$35,023.22
b.) CPA	\$35,000	\$16,476.89
c.) Mature Workers Program	\$28,000	\$13,728
d.) UMass Work Study	\$8,000	\$4,000
e.) Amherst College Work Study	\$8,000	0
d.) Cash	\$22,300	0
<b>TOTAL INCOME</b>	<b>\$135,300</b>	<b>\$69,228.11</b>
<b>2. EXPENDITURE</b>		
a) Client financial assistance	\$2,500	\$1,690.39
b) Community relations	\$600	\$643.68
c) Copying/printing	\$2,000	\$1,377.11
d) Food/household/office	\$2,000	\$2,306.16
e) Phone	\$400	\$400
f) Postage	\$500	\$736.20
g) Fundraising expenses	\$3,000	\$2,268.76
h) Rent--office	\$12,000	\$5,600
i) Rent subsidies for Housing First tenants	\$35,000	\$12,540
j) Insurances	\$2,000	\$1,495.50
k) Transportation	\$300	\$338.20
l) Internet	\$800	0
m) Wages	\$75,200	\$31,653.65
<b>TOTAL EXPENSES</b>	<b>\$136,300</b>	<b>\$61,049.65</b>

## **Amherst Community Connections--Board of Directors and Officers, 2018**

Josh Berins

Board Role: Member

Affiliation: Small business owner

Residence: Amherst

Phone: 413-345-1481

Jane Braaten

Board Role: Treasure

Affiliations: Educator

Residence: Hadley

Phone: 413-206-8509

Pat Creaser

Board Role: Member

Affiliations: Retired human service worker

Residence: Sunderland

Phone: 413-687-5521

Tom Ehrgood

Board Role: President, clerk

Affiliations: Amherst College

Residence: Amherst

Phone: 413-687-7015

Hwei-Ling Greeney

Board Role: member, Executive director

Affiliation: Amherst Town Meeting

Residence: Amherst

Phone: 413-253-4882

Sundarii McGrigg

Board Role: Member

Affiliations: Self-employed Amherst businesswoman

Residence: Amherst

Phone: 413-459-7499

Maria Yorgakopoulou

Board Role: Member

Affiliations: Retired Amherst restaurant owner

Residence: Amherst

Phone: 610-348-1531

AMHERST COMMUNITY CONNECTIONS ORGANIZATIONAL CHART

